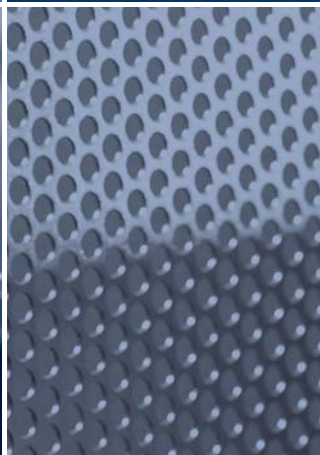





CONNECTING TO CalPERS

Interactive Voice
Response System



CalPERS CUSTOMER CONTACT CENTER
888 CalPERS (or 888-225-7377)



Our Customer Contact Center offers a state-of-the-art interactive voice response system - your doorway to helping yourself to CalPERS programs and services.

CalPERS Customer Contact Center staff are available during normal business hours to give you the direct assistance you need.

Our staff are specially trained to get your questions answered correctly, the first time you ask. If your situation is a bit more complex, don't worry, we'll get all the information we need from you and then make sure someone gets back to you.

Interactive Voice Response Resources

- Get general benefit and program information or answers to frequently asked questions.
- Hear special announcements on important and timely CalPERS programs and events.
- Order forms and publications.
- Find information on available health plans in your area and get the phone number to reach them.



resolve questions **faster**

DEDICATED

ASSISTANCE

The Contact Center is designed to assist you in the following ways.

- Speak directly to an agent.
- Our agents' computer screens populate with your specific information, so we can better assist you.
- Agents have the tools and technology to provide the most up-to-date information.
- Your calls are tracked to ensure we respond in a timely manner.

Be Prepared

There are certain times when our phones are busier than others. We want to be available to you when you call, so if possible you should avoid calling during heavy call volume times.

TIP

Heavy call volume times:

- Mondays
- Day immediately after a business holiday
- First week of each month
- First days of the calendar year.

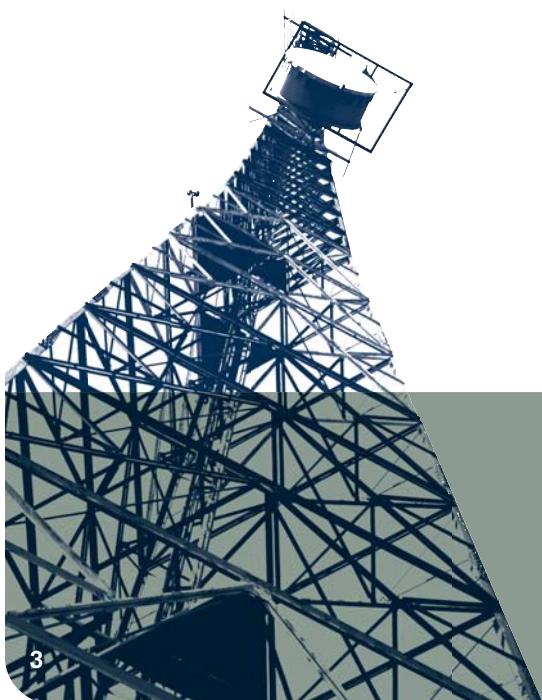
IVR

CUSTOMER-BASED SYSTEM

The CCCC has an enhanced Interactive Voice Response menu. This is the menu you hear when you call our toll-free telephone number at **888 CalPERS** (or **888-225-7377**).

We structured the menu so the most common subjects are provided up front for faster service. Additionally, we've simplified the menu structure, making the IVR more user friendly. The entire process has been developed to provide you with timely and efficient service.

This brochure can assist you in understanding “where to go” in the IVR system, depending upon your business need. If your spoken selection fails, the IVR will prompt you to use your keypad on your phone to choose the desired selection.



The IVR will ask you to identify yourself as either a **member** or an **employer**. After saying **member**, you'll be asked if you are **retired**. Then, you can choose from one of the five main menu selections. Simply navigate through the IVR by saying your subject area of interest.



Checks

Health Benefits

Death Benefits

Change of Address

Other Services

TIP

You can say your area of interest at any time without waiting for an IVR prompt. Just **barge in**, but be sure to speak clearly and avoid noisy environments.

Checks

Hear Issue Dates

Need to find out when your check will be issued? Say **Hear Issue Dates**.

If you need to report that your check is missing, say **Report a Missing Check**.

Report a Missing Check

Direct Deposit Form

To sign up for direct deposit or to change the bank your check is deposited in, say **Order Direct Deposit Form**.

If you would like to order a form to change your tax withholding, say **Tax Withholding**.

Tax Withholding

TIP

The Customer Contact Center is the central point of contact for all your CalPERS business needs. Monday thru Friday, 8 a.m. to 5 p.m.

Health Benefits

Long-Term Care

To learn how to qualify for the CalPERS Long-Term Care Program or to find out about plan options, say **Long-Term Care**.

Would you like to order a publication or learn how to order one online? Say **Publications**.

Publications

Find a Plan

Want to find out which health plans are available in your area? Be prepared to say or key in your Social Security number and ZIP Code. Say **Find a Plan**.

If you need information about Medicare Part A and Part B, learning how to enroll, or you have questions about Medicare Part D, say **Medicare**.

Medicare

Contact Your Provider

Would you like to be transferred to your health plan for questions about ID cards, claims, or to change doctors? Say **Contact Your Provider**.



Death Benefits

Report a Death

If you need to report a death, be sure to have the Social Security number of the deceased, their date of death, and the address and telephone number of the next of kin ready. Say **Report a Death**.

Check Status

Would you like to check the status of a death benefits claim? Say **Check Status**.

Hear Beneficiary Information

To hear how to change your beneficiary or to order a beneficiary package, say **Hear Beneficiary Information**.

Change of Address

Change of Address

Have you moved? Need to update your address with CalPERS? Say **Change of Address**.

TIP

At any time, you can say **Help** to get clarification about the area you are in.

Other Services

Long-Term Care

To learn how to qualify for the CalPERS Long-Term Care Program or to find out about plan options, say **Long-Term Care**.

If you'd like to find out about eligibility for a CalPERS home loan, learn about loan and financing options, or check interest rates, say **CalPERS Home Loans**.

CalPERS Home Loans

Forms

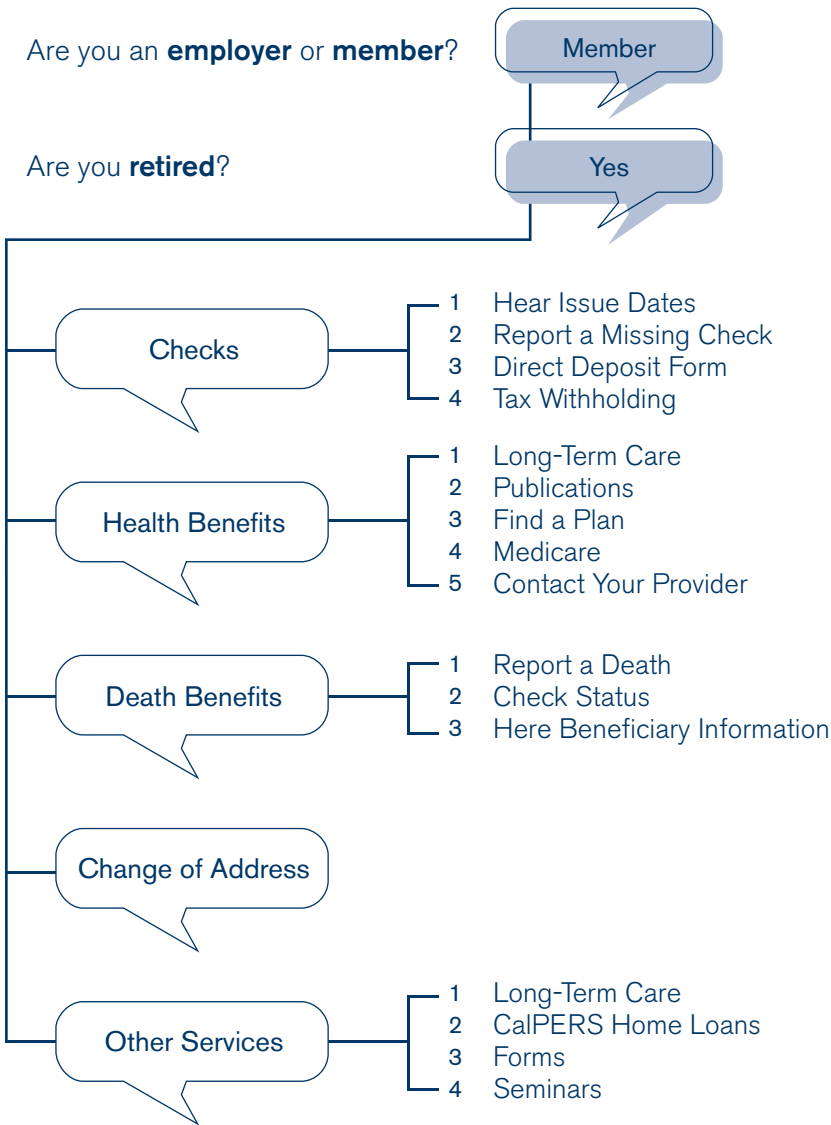
You can order the following publications or forms – Tax Withholding, Death Benefits, Beneficiary Change, Power of Attorney, Employment after Retirement, or Reinstatement from Retirement by saying **Forms**.

To enroll in a Financial Planning Seminar, say **Seminars**.

Seminars

TIP

Before speaking with an agent, please have your name, Social Security number, address, and date of birth information ready. This will help us provide you faster assistance.





California Public Employees' Retirement System

400 Q Street

Sacramento, CA 95814

888 CalPERS (or **888-225-7377**)

www.calpers.ca.gov

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